

Family & Friends Railcard

Application Form

Important: Please complete the appropriate sections and boxes CLEARLY and in BLOCK CAPITALS.

First Named Cardholder

Title*	Mr	<input type="text"/>	Mrs	<input type="text"/>	Miss	<input type="text"/>	Ms	<input type="text"/>	Other	<input type="text"/>											
First Name*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Surname*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Town*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Postcode*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Telephone	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Mobile	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Second Named Cardholder – this needs to be included at time of issue

Title*	Mr	<input type="text"/>	Mrs	<input type="text"/>	Miss	<input type="text"/>	Ms	<input type="text"/>	Other	<input type="text"/>											
First Name*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Surname*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Declaration (To be completed by applicant)

Before signing this declaration, it is important that you have read, understood and agree to the Railcard Conditions.

I have read, understood and agree to the Railcard Conditions shown in this form. I confirm that the details I have provided are correct.

Signature*

Date

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How we use your information

Railcard and National Rail are trade marks of ATOC Ltd. ATOC Ltd manages Railcards on behalf of the train companies. Your personal information may be disclosed to the train companies who run services in your region in order for them to administer and support your use of the Railcard.

For more information about how we manage your personal information, please see our Privacy Policy – railcard.co.uk/privacy-policy

Marketing consent

Your privacy is important to us and we will not release your personal details to any company for marketing purposes without your consent. We'd love to send you special offers, promotions, news and updates from ATOC Ltd.

Yes please, I'd like to hear about offers and services

For more information about the communications we send and how to opt-out of communications in the future, please see our Marketing Contact Policy – railcard.co.uk/contact-policy

For issuing office use only

New Railcard No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of Application	<input type="text" value="D"/>	<input type="text" value="D"/>	<input type="text" value="—"/>	<input type="text" value="M"/>	<input type="text" value="M"/>	<input type="text" value="—"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>
Card Expiry Date	<input type="text" value="D"/>	<input type="text" value="D"/>	<input type="text" value="—"/>	<input type="text" value="M"/>	<input type="text" value="M"/>	<input type="text" value="—"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>
Station/Agency NLC or Code No	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Station or travel agent stamp

Please remember to also complete the 'Receipt' section on this leaflet.
Please return this form promptly. Refer to the knowledgebase for details.

Receipt

Please retain this receipt

Please ensure that the issuing office fills in this section for you; This form acts as your receipt of purchase for your Family & Friends Railcard and must be handed in should you need to get a replacement. It's best to keep this separate from your Railcard.

Railcard Holder's Name

Second Railcard Holder's Name

Railcard No

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Expiry Date

<input type="text" value="D"/>	<input type="text" value="D"/>	<input type="text" value="—"/>	<input type="text" value="M"/>	<input type="text" value="M"/>	<input type="text" value="—"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>	<input type="text" value="Y"/>
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Station or travel agent stamp



1. Introduction

- 1.1 These terms and conditions (“**Railcard Conditions**”) apply to the use of the Family & Friends Railcard and reduced priced tickets (“discounted tickets”) bought with the Family & Friends Railcard.
- 1.2 In addition to the Railcard Conditions, the National Rail Conditions of Travel (“**NRCoT**”) apply to any journey on the rail network. Where the NRCoT conflict with these Railcard Conditions, the NRCoT override the Railcard Conditions. Copies of the NRCoT are available online at nationalrail.co.uk/nrcot or at staffed National Rail stations.
- 1.3 These Railcard Conditions form a contract between you and ATOC Ltd (Registered in England and Wales No. 03069033, Company Registered Office: 2nd Floor, 200 Aldersgate Street, London EC1A 4HD). ATOC Ltd enters into this contract on behalf of the train companies listed at railcard.co.uk/traincompanies (“**Train Companies**”).
- 1.4 Train Companies shall have rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any of these Railcard Conditions.
- 1.5 These Railcard Conditions are valid up to and including 18 May 2019.
- 1.6 Train Companies may change the Railcard Conditions during the validity of your Railcard. Where possible, the Train Companies will communicate these changes to you by displaying information at stations at least three months prior to the change.

2. General conditions of use of the Railcard

- 2.1 Your Railcard is not valid, and you cannot use it, until you have signed the Railcard. If your Railcard covers more than one person, the second cardholder must also sign the Railcard before use to show acceptance of the Railcard Conditions.
- 2.2 The Railcard does not become your property and, if requested, you must hand your Railcard to a representative of any of the Train Companies.
- 2.3 The Railcard and tickets bought with it are not transferable to anyone else and you must not give, lend, or resell them. Only the named cardholder(s) can use the Railcard.
- 2.4 Train Companies will not issue refunds on unused/unwanted Railcards, or extend their validity period.
- 2.5 You cannot buy discounted tickets unless you have your Railcard.
- 2.6 Railcard discounts cannot be used in conjunction with any other discount.
- 2.7 You must buy the tickets before boarding the train unless:
- 2.7.1 there was no ticket office at the station at which you began the journey or if the ticket office was closed, and there was no working ticket machine from which you could buy discounted tickets; or
- 2.7.2 you have a disability which prevented you accessing ticket retailing facilities.
- In these cases you will be able to use your Railcard to buy tickets on the train or at your destination.
- 2.8 You must carry your valid Railcard with you on your journey. When asked by rail staff, you must show a valid ticket and your valid Railcard signed by you. Your Railcard must be within its period of validity when you travel and should be legible so staff can read it, as further detailed in the NRCoT.
- 2.9 If you fail to comply with condition 2.7, the Train Company reserves the right to charge you the full price for a standard single fare for your journey, as if no ticket had been purchased before starting the journey. In some cases you may also be issued with a Penalty Fare. If you are using your Railcard to get discounts for other members of your group, they will also be charged the full price for a standard single fare for their journey, as if no ticket had been purchased before starting the journey. In some cases they may also be issued with a Penalty Fare.
- 2.10 Fraudulent applications and fraudulent use of Railcards and Railcard discounted tickets may lead to criminal prosecution.

INFORMATION:

- See the NRCoT for more information about Penalty Fares.
- Railcard discounts do not apply to Season tickets, train company promotional tickets, Eurostar tickets, and most London Underground and Docklands Light Railway tickets - see familyandfriends-railcard.co.uk for the most up to date information.

3. Replacing your lost, damaged or stolen Railcard

- 3.1 If you lose or damage your Railcard or it is stolen, you can apply for a replacement. If you bought the original Railcard at a National Rail station, you can request a replacement only at a ticket office and you must show the completed ‘Receipt’ voucher from the original application form. If you purchased your Railcard online, you must request a replacement online.
- 3.2 You will only be issued with one replacement in any 12 month period, and you will need to pay a £10 administration fee, unless your Railcard was stolen and you have a crime reference number or documentation issued by the Police.
- 3.3 You will be requested to show some form of identification when obtaining a replacement from a station.

4. Conditions of use of the Family & Friends Railcard

- 4.1 One Railcard will be issued to up to two people aged 16 years or over. The names of the cardholders must be provided at the time of purchase – if you purchase a Railcard for one person, you cannot add a second name later.
- 4.2 Each cardholder must sign the Railcard before use to show acceptance of the Railcard Conditions (see condition 2.1).
- 4.3 To purchase discounted tickets, at least one cardholder and at least one child aged 5 to 15 years must be travelling together.
- 4.4 The maximum group size is four adults (aged 16 years and over) including the named cardholder(s) and four children aged between 5 and 15 years. The group must travel with the Railcard holder throughout the journey.
- 4.5 If the named Railcard holders travel separately, only one cardholder may use the Railcard for discounted tickets as the Railcard must be produced for inspection together with the discounted tickets.
- 4.6 Discounts are not available on tickets for travel:
- 4.6.1 on morning peak services for journeys that start and end within the London & South East (defined by the Network Railcard area – network-railcard.co.uk/map) on Monday to Friday (except on public holidays). The time when off-peak services start can vary by station. Use nationalrail.co.uk to plan your journey to identify when off-peak services start or ask rail staff for details; or
- 4.6.2 in First Class, except for upgrades to First Class at weekends (subject to availability) upon payment of the appropriate supplement.
- 4.7 All child fares are subject to a £1 minimum fare at all times.

INFORMATION: Children aged under 16 at the time that the Railcard is purchased may still travel at the discounted child's fare throughout the validity period of the 1-year Railcard, even if they become 16 years old during that time or, for a 3-year Railcard until the child turns 17.

If the only child in the Family & Friends Railcard group is aged under five years, the Railcard holder must purchase a discounted child ticket for that child in order for the Railcard holder(s) to qualify for the discount on their tickets.

Discounted price tickets purchased by a Family & Friends Railcard holder should be issued for travel for the same origin and destination and should normally be of the same ticket type (example all Off-Peak Returns).